

# Ongo Homes Lettable Standard

## Welcome to your new home

Here at Ongo, we strive to provide quality homes that are clean, safe and secure. The information below is our Lettable Standard. It details how you can expect to receive your home at sign-up, the standard you are expected to maintain throughout your tenancy and the standard your home should be returned to us in, should you choose to leave.



## Clean

<b>Interior decoration</b>	Walls and ceilings will be free from any major defects and there will be no large holes or cracking more than the thickness of a pound coin
	Any polystyrene ceiling tiles will be removed and made good ready for decoration by you
	Excessively stained walls & ceilings will be cleaned and where necessary painted in a neutral colour
<b>Radiators &amp; storage heaters</b>	All radiators and storage heaters will be in good working order, left in a clean condition and free from excessive rust
<b>Kitchens</b>	Drawers and cupboards will be <b>fully functional</b>
	Worktops will be securely fixed, minor scratches and blemishes may be present
	There will be a space for a cooker, washing machine and fridge
	Taps, waste and overflows will be in good working order
	All properties will have a gas or electric cooker point & fittings for a washing machine
	It is your responsibility to arrange any connection of your appliances – please note that for health and safety reasons you should only use a gas safe engineer to install a gas cooker and a qualified electrician for any installation of electrical appliances
	Floor coverings will be clean, not damaged and washable
All plugs and chains will be renewed	
<b>Bathrooms</b>	All bathroom and toilet fittings will be clean and in good working order
	Grouting and sealant will be clean and free of mould
	All toilet seats will be renewed
	All plugs and chains will be renewed
	A new shower curtain, hose and head will be supplied (where applicable)
	Floor coverings will be clean, not damaged and washable
All properties will be cleaned prior to being let	
<b>Cleaning &amp; clearance</b>	The property will be free from water penetration that increases the risk of damp and mould
	All properties will be cleared of <b>rubbish and debris, including lofts</b>
	Reasonable steps will be taken to minimise infestation. In areas where an infestation is suspected, full treatments will be carried out
	All properties will be cleaned prior to being let
<b>External</b>	Brick outbuildings will be clear from rubbish and free from leaks
	Graffiti will be removed
	General waste and recycling bins will be provided and will be empty within 2 working days

	of the sign-up
	Guttering will be in a good state of repair and secure

## Safe

<b>Gas &amp; electric safety checks</b>	We will carry out gas and electrical checks to make sure the heating system, electrics and appliances (where fitted) are safe and in a working condition
	We will provide you with copies of the appropriate certificates when you sign your tenancy agreement
	For safety, the gas supply is capped off when a property is empty
<b>Energy Performance Certificates (EPC)</b>	In all cases we will provide an EPC certificate to show how energy efficient your new home is. This will be provided when you sign your tenancy agreement
<b>Heating &amp; hot water</b>	Water systems will have been flushed to minimise the risk of Legionnaire’s Disease. You will be provided with confirmation that this has been done when you sign your tenancy agreement
	Once you have signed your tenancy agreement and you have set up your utility account (with a minimum of £5.00 credit on any prepayment meters), you will be able to contact us to arrange an appointment to get the gas uncapped. We will reinstate gas within one working day s of receiving your request
	<b>Please note you will not have any heat or hot water until the gas has been uncapped</b>
<b>Smoke and Carbon Monoxide alarms</b>	All properties will have a working smoke detector fitted
	All gas and solid fuel properties will be fitted with Carbon Monoxide alarms upon reinstate
<b>Floors</b>	Floorboards may have some slight movement but will be free from major fault that could cause injury
<b>Stairs</b>	Staircases will be safe and secure, including handrails and bannisters
<b>External</b>	Gardens will be free from rubbish, adequately mowed and left in a manageable condition <b>within 30 days of tenancy sign up</b>
	Paths to entrances will be in a safe state of repair
	External handrails and steps will be safe
	The structure of walls, canopies and brick outhouses will be safe and free from leaks

## Secure

<b>Windows &amp; doors</b>	All windows will open and close easily and have lockable handles (where applicable). Window keys will be supplied (where applicable).
	Window restrictors will be installed on properties first floor and above
	All access door locks will be changed
	You will receive keys for each access door when you sign for the tenancy
	All internal and external doors will be free from damage and open and close easily. Damaged doors will either be repaired or replaced if beyond repair
	Where an internal door has been repaired, it will be primed in readiness for decoration by you as the tenant
<b>Fencing</b>	Ongo will repair any fencing that falls under Ongo’s responsibility